



WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT
Division of Workforce Solutions
Bureau of Partner Services

TO: **Economic Support Supervisors
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies**

FROM: Amy Mendel-Clemens
CARES Call Center
Policy & Systems Communications Section

BPS OPERATIONS MEMO

No.: 02-41

File: 1180

Date: 6/18/2002

Non W-2 ☒ W-2 ☐ CC ☐

PRIORITY: Medium

SUBJECT: **Web-based Materials for Food Stamp Eligibility Workers**

CROSS REFERENCE: OM 01-85

EFFECTIVE DATE: June 14, 2002

PURPOSE

This memo informs food stamp (FS) eligibility workers and supervisors of job-related resources available on the internet.

BACKGROUND

The Office of Nutrition Services and Program Integrity (ONSPI) is continuing to place resources on the web. This allows for the rapid dissemination of information. The following links provide detailed information that is necessary for FS case workers to do their job. Please bookmark the following links as appropriate.

- **ONSPI Homepage:** The homepage for ONSPI is found at <http://www.dwd.state.wi.us/des/onspi/default.htm>
This page contains general information about the office and what it does, as well as detailed information for FS recipients, workers, advocates, and the general public. It is a site that contains links to many of the specific pages listed below.
- **Food Stamp Online Handbook:** The 02-01 release of the FS Online Handbook on February 18, 2002 made the paper handbook obsolete. You can find the FS Online Handbook at <http://www.dwd.state.wi.us/desfshbk/handbook/>
Supervisors and lead workers were trained on the use of the handbook in January and February of 2002.

- **EBT Guide and information:** The EBT guide has been incorporated into the FS Online Handbook as Appendix Ch. 24 EBT. The previous paper versions of this guide are now obsolete. Other EBT information can be found at http://www.dwd.state.wi.us/dws/onspi/wi_quest_card.htm
- **FSET Manual:** The FSET (Food Stamp Employment and Training) Program and the FSET Manual are maintained by the Bureau of Work Programs. Appendix Chapter 8 of the FS Online Handbook dealt with Work Requirements and ABAWDS (Able-Bodied Adults Without Dependents). Often times, policy regarding FSET was inconsistent between the FS Handbook and the FSET Manual. For this reason, the policy for FSET and ABAWDS will reside only in the FSET Manual. The FSET Manual is now found online at <http://www.dwd.state.wi.us/dws/manuals/fset/TOC.pdf> A link to the FSET Manual is found in the Online FS Handbook under the old Appendix Chapter 8 Work Requirements.
- **Wisconsin Food Stamp Program At A Glance:** ONSPI has begun utilizing a new tool called the FS Data Warehouse to create a summary document of FS caseloads and recipients. Adobe Acrobat versions of the document are found at <http://www.dwd.state.wi.us/des/onspi/fsataglance.htm>

Also, raw data in Microsoft Excel format are found for all CARES programs at http://www.dwd.state.wi.us/des/research_statistics/default.htm That site is maintained by the Research and Statistics Section of the Bureau of Workforce Information.

- **FS Error Rate Data:** Error rate data compiled by ONSPI through the Quality Control (QC) review process is now available online at <http://www.dwd.state.wi.us/dws/onspi/qcdata.htm>

This page contains error rate data for the entire state as well as for each agency for the most recent twelve month period. Reports list the sample month, the statewide sample reviewed, the total allotment reviewed, the total allotment in error, the resulting error rate, and the average error in dollars for the corresponding time.

- **Second Party Review Site:** (secure site - DWD password required) This site is used by managers or lead workers at each FS agency who are responsible for doing second party reviews of their own FS cases. This site is not used for the state QC Review process. Food stamp reviewers should use this site to enter their second party case reviews. Data entered on this site is stored directly into a database at ONSPI, and will be used to generate needed reports on Food Stamp errors.
https://workweb.dwd.state.wi.us/desbfs/fs_reviews/
- **Miscellaneous Web Sites:** A variety of other sites that may be of use to FS workers is found at http://www.dwd.state.wi.us/des/onspi/related_sites.htm

UPCOMING CHANGES

- **FS Data Warehouse:** Staff will be given the opportunity to attend training for the FS Data Warehouse later in 2002. Data can be accessed by trained users via the web interface to the Data Warehouse called WEBI. The Data Warehouse will allow local agencies the ability to view and create FS reports that are relevant to their agency without requesting it from DWD.
- **Food Stamp News:** ONSPI (The Office of Nutrition Services and Program Integrity) is developing this newsletter to provide local agency staff with the most up-to-date information regarding what's going on in the Food Stamp Program. We understand how important it is to share anticipated program changes and error reduction initiatives with all staff statewide.

This newsletter is intended to inform all of you about current events, future plans, and error rate trends. We will also be including special recognition for a job well done or particularly creative and effective error reduction efforts. Issues will be released quarterly and a link to the newsletter will be found on the "Related Sites" link mentioned above under "Miscellaneous Web Sites."

CONTACT

DWS CARES Information & Problem Resolution Center

Email: carpolcc@dwd.state.wi.us.
Telephone: (608) 261-6317 (Option #1)
Fax: (608) 266-8358

Note: Email contacts are preferred. Thank you.